

Salt Lake Valley Region Quality Improvement Committee

Attendees: Diane Moore, Sharon Graser, Sharon Hughes, Chris Chytraus, Stephanie Steele, Annette Jan, Patricia Haslam, Darren Carr, Arn Stolp, Misty Butler, Mike Hamblin, Steve Leyba, Marcela Rodriguez, Patricia Worthington, Cheryl Dubach, Marilee Greenland (minutes)

Excused: Curt Hansen, Peggy Jerome, Dawn Prince, Summer Kohl, Keri Jones, Marjean Searcy, Christina LeCluyse, Karen Hansen, Carolyn Jensen, Mark Weisbender

Visitors: Karen Hill, Office of Service Review; Nakita Rimal, Administrative Office of Courts; Sharon Hughes, Community

	Meetings held: April, May, June 2008	Review and Action Plan	Follow-up
Dash Board Items:	Staff Retention and Recognition	<p>April: Eric Beidler led a discussion regarding exit interviews. Eleven employees left Salt Lake Valley Region in the first quarter of the year, four left without giving notice. He was able to interview 55% of the employees. The reasons for leaving are the job, stress, and low pay. He felt the exit interviews may not portray an accurate picture. Job stress is hard to define. Employees indicated their stresses were related to processes and management. About 50% of employees expressed adequately supported by their supervisors and their teams. A good percentage of the younger generation is more centered on their needs and wants than the responsibility of the job.</p> <p>Other issues are there is no career track or step increases as the worker becomes more experienced; unequal caseloads (even though the division is working to make caseloads more equal there is a possibility they are not yet equal).</p> <p>Employees that have degrees in social work are more likely to stay than employees having different degrees (e.g. criminal justice). The average worker stays three years or less.</p> <p>Training and support to prevent burnout was discussed. The region has provided training for employees and supervisors. Employees need to feel safe to share their thoughts about the job.</p>	<p>April: Questions</p> <p>Are supervisors picking new employees smartly or spending more time training and supporting new employees?</p> <p>Do supervisors visit with workers monthly to staff cases to see if they need help?</p> <p>How adaptable are supervisors to different styles of supervision to meet employees' needs. How much are supervisors investing in employees?</p> <p>Suggestions</p> <p>Interview the supervisor to get their view of the reasons the employee was leaving.</p> <p>Have supervisors that retain employees mentor other supervisors.</p> <p>QIC will write a letter to Lisa-Michelle, Duane and the legislature supporting a plan for employee step increases for employee longevity. Katy will talk to Chris Chytraus about drafting a letter for the next meeting.</p> <p>The State office is working on a survey right now. The region is planning anonymous questions monthly (via website).</p>
		May: Follow-up: Chris sent a letter to Duane Betourney on Friday, May 16 regarding staff recognition and retention	May:

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		<p>Seven nominations were received for the Heart of Gold Award. The committee discussed the criteria and it was decided to award the first six nominees. Mike Hamblin asked about publicity regarding these awards.</p> <p>The Heart of Gold awards will be presented at the summer picnic scheduled for August 22, 2008. Chris asked if committee members would schedule to attend the picnic.</p> <p>There was an inquiry if an incentive award could accompany the Heart of Gold plaque.</p> <p>Additionally, it was suggested a letter be sent to each of the recipient's personnel files.</p> <p>June: The date for the Annual staff appreciation picnic will be announced. All members are encouraged to attend.</p>	<p>The committee will contact the Deseret newspaper.</p> <p>Group members agreed.</p> <p>Diane Moore will explore the possibility of incentive awards being given to the recipient along with the Heart of Gold award.</p> <p>Diane Moore agreed it could be done.</p>
	CPS Missed Priority Timeframe	<p>April: For this quarter 14% were missed. Interestingly, this same quarter last year was 14% and all of 2007 was 14%. On priority 1&2 (most urgent cases) the missed priority was only .03% for this quarter.</p> <p>June: CPS priorities report which compared all Regions' statistics was presented.</p>	<p>April: Need to get more data. Data requested: Time frame of missed priority (e.g. a couple hours, days). Also, the urgency of the missed priority (e.g. priority 1, 2, 3, 4). How does Salt Lake Valley compare with the whole state?</p>
	Re-Entry into Foster Care	<p>May: Angela Robbins addressed In-home Services. Even though foster care is a large part of the DCFS' work, the ultimate goal of the Division is to keep kids safe at home. She tries to heighten awareness of in-home services and procuring additional resources for the program. Angela advocates for workers having caseloads that focus on one program area only instead of trying to keep up on the policies and best practice for multiple program areas...</p> <p>How did or could in-home services affect re-entry into foster care? Tooele has no children returning to care.</p> <p>Does data included children in trial home placements?</p>	<p>May: SLVR has increasing discussions to bolster in-home services including a clinical component, and adaptive services for individual families. It was emphasized that Region administration is supportive of in-home services.</p> <p>Tooele leaves their cases open a little longer. Interpretation of the data is as important as the data itself.</p> <p>Diane will look to see if there's a way to track them.</p>

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		<p>It is more the norm to provide an in-home service prior to a child being placed in foster care rather than after a child has returned home after being in foster care.</p> <p>Data will never be able to adequately weight the difficulty of any given case. Navina Forsythe provides this data.</p> <p>It was also suggested that we invite Scott Gerber to discuss allocations in the out-of-home budget. Patricia Haslam stated she has an acquaintance who is a statistician.</p> <p>There are two parts to data. The first is the physical gathering of the data; the second is evaluating the data and internalizing the findings for positive changes for children.</p>	<p>Navina will attend the QI committee meeting in July to discuss indicators and their meanings.</p> <p>Scott will be invited.</p> <p>Group members agreed that a different perspective would be very valuable.</p>
	Foster Care Placement Stability	<p>May: New kinship laws go into effect June 9, 2008. The biggest change is making preliminary placements with custodial parents and relatives. Kin placements must have at least a provision or probational license. This will affect workers in the field as they could, within as little as an hour, be able to place a child with kin.</p>	
		<p>It was felt kinship placements lack support by lack of information. There is a four-hour training which is very comprehensive. Information regarding this training was requested.</p> <p>720 new children entered foster care in 2007 in SLVR. About the same number exited DCFS custody. 1,500 – 2,000 children were in-home care cases.</p> <p>Arn will be part of a committee to study placement changes and how to increase stability. He will be meeting with Wendy Hamner regarding the placement committee task force.</p> <p>Would be possible to chart court-ordered vs. voluntary placements?</p> <p>June: Arn Stolp met with Wendy Hamner and reviewed information. The Placement Stability subgroup will meet June 19th for the first time.</p>	<p>Angela didn't have overview pamphlets with her. She will send them to the QI staff so they can provide them to the committee.</p> <p>Group members requested the data on these findings. Diane agreed to attach these notes to the minutes.</p> <p>Arn will report back at our next meeting.</p> <p>Diane felt that this data, in a more complicated way, could be tracked.</p> <p>June: Arn will update the committee on the Placement Stability meeting</p>

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		After reviewing Placement termination report it was noted many placement terminations were incorrectly coded. Committee will request DCFS to provide training to code correctly.	DCFS will respond to request.
		May: It was discussed that the committee should try to get press coverage of the Heart of Gold Awards. June: Chris will provide Liz Sollis the information so she can arrange a press release of the Heart of Gold awards.	May: Chris will e-mail Liz Sollis to see if we can get some type of coverage on the Heart of Gold Awards.
Studies:		June: Impact of Kinship Care on Behavioral Well-being for Children in Out-of-Home Care, D. Rubin, K. Downes, A. O'Reilly, R. Mekonnen, X. Luan, R. Localio. The study showed Kinship placements were more stable. http://archpedi.ama-assn.org/	June: Marilee will send link to committee members.
CPS Issues:		May: Navina Forsythe reviewed the CPS timeframe data and found some errors in it. They are re looking at the information and will provide us an update as soon as it is finished. June: See CPS Missed Priority Timeframe	May: Report from Navina's group is pending
QCR Participation:		April: Kristin Lambert and Julene Jones from OSR presented data from the Qualitative Case Review (QCR). Salt Lake Valley Region had 72 cases reviewed. There will be a 50 page report out soon, hopefully by the first of May. It can be viewed at: http://www.hsosr.utah.gov/ The review showed that children were safe, and the long-term view is being addressed more. Both Salt Lake and Western region did well in the review.	
)		The number one priority is placement stability. Wendy Hamner will be heading the task force that the committee suggested for placement. The task force will include the members of the QIC, the Foster Care Foundation, as well as employees from the Christmas Box House, and community partners.	

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		<p>The next review for Salt Lake Valley will be in Sept and October of 2008. We would love to have community partners from Salt Lake participate. Please see if you can clear your schedule. It would be a two day commitment plus one day of training. Also, please talk to other that you think might be interested in participating.</p> <p>June: Karen Hill attended meeting. She presented data from a different Region.</p>	
Other Business:		<p>April: New meeting location</p> <p>Brochures to introduce people to the Quality Improvement Committee.</p>	<p>June: Data for Salt Lake Valley Region will be presented in July.</p> <p>April: Most members thought it was equal to the Holladay office.</p> <p>Will be sent to members to hand out to people they believe might be interesting in serving on the committee.</p>